

# **ALABAMA INSURANCE DISASTER RESPONSE PLAN**

## **ALABAMA STATE DISASTER COALITION**

### **FOR INSURANCE & EMERGENCY MANAGEMENT LEADERS**

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## **SECTION I - DISASTER COALITION**

### **MISSION**

The Mission of the Alabama Disaster Coalition is to maintain a viable disaster response plan that ensures a public-private partnership is always prepared to work as partners in the aftermath of a disaster. The Coalition exists because of the high level of support it receives from state government leaders and insurance industry leaders.

Long-term support is provided by the Governor, the Director of Emergency Management, Commissioner of the Department of Insurance and the Institute for Business and Home Safety through its Response and Recovery Committee.

### **CONCEPT OF OPERATIONS**

The Coalition will anticipate and eliminate barriers to serving victims and their community – before, during and after disasters strike.

The Coalition will develop a critical communications network within the insurance industry that is inclusive, timely, accurate, and will protect the privacy of citizens and their insurers.

The Coalition's leadership is a shared responsibility. Our actions and attitudes exhibit a strong commitment and shared accountability for the welfare of Alabama citizens.

The Coalition will share and facilitate timely, post-event loss information, as well as communications, technology and other resources that will benefit the disaster response and recovery process.

The Coalition and its Plan will be perpetual and strive to continuously improve their mission.

### **POST-DISASTER DATA/INFORMATION**

The Alabama Department of Insurance (AL DOI) acknowledges that many unique disaster exposures exist in the State of Alabama. It is the intent of the AL DOI to notify industry liaisons that the Alabama Disaster Coalition Plan has been activated. Insurers may be asked in the ensuing days following a disaster to provide:

Coverage Data and Loss Statistics. Insurance Company Disaster Liaisons will be required to provide specific statistics from each licensed insurer. These statistics will be periodically updated on an as needed basis. All data reports will be held confidential and consolidated by the AL DOI.

The following information may be required:

1. P&C insurance data (Excluding auto) - to include total number of losses reported and total losses paid and/or reserved.
2. Automobile data - to include total number of losses reported and total losses paid and/or reserved.
3. National Flood Insurance Program - to include total number of losses reported and total losses paid and/or reserved.
4. The AL DOI, upon request, may require data on adjusters working these affected losses.

## **DATA CONFIDENTIALITY/COORDINATION**

The reports and statistics above will be compiled and summarized by Insurance Department personnel for internal department use. Those reports would be submitted to the Alabama Emergency Management Agency (AEMA) and the Governor on an aggregate basis.

No individual company information will be identified in those reports. Insurance Department personnel will be advised by Insurance Department management all such information provided by publicly-traded insurers must be kept strictly confidential; such information may be material, non-public information; and trading in securities on the basis of material, non-public information is prohibited under the federal securities law.

## **ACCESS TO DISASTER AREAS & INSURANCE PERSONNEL IDENTIFICATION**

The AL DOI - in coordination with State Agencies and Local Authorities - issues "Disaster Insurance Adjuster Access Passes" annually. These passes will expedite access to areas that have experienced severe damage resulting from a natural disaster. Local authorities will determine when impacted areas are reasonably safe for non-emergency personnel to enter.

Once the determination has been made, local officials will notify the AEMA. The AL DOI representative stationed at the AEMA will have this information immediately placed on the AL DOI website ([www.aldoi.org](http://www.aldoi.org)). This information will also be available by calling the AL DOI at (334) 269-3550 or 1-800-433-3966 (in state only).

Adjuster Access Passes authorize an adjuster presenting him or herself at a checkpoint and displaying a current Disaster Insurance Adjuster Access Pass in conjunction with the appropriate company identification to enter affected areas. Until the local officials have determined it is reasonably safe for non-emergency personnel, no one will be allowed to enter the area, even with proper identification. Passes must be displayed on a motor vehicle's rear view mirror.

Only insurance adjusters with assigned insurance company business are eligible to receive Disaster Insurance Adjuster Access Passes. Unauthorized use of the passes may result in the revocation of a company or organization's use of the access passes.

The receiving organization is responsible for establishing and maintaining a record outlining the adjuster name and corresponding access pass number. This information is to be forwarded to the AL DOI via facsimile to (334) 241-4192 or (334) 240-4409 or by e-mail to [INSDEPT@insurance.state.al.us](mailto:INSDEPT@insurance.state.al.us). The AL DOI will maintain a record of the number series of the access passes assigned to each company along with company assignments of passes by number and individual.

Access Passes issued for 2003 will be available on December 1, 2002. Distribution is limited and will be subject to the discretion of the AL DOI. In the event of a major catastrophic event, the AL DOI may distribute additional access passes at a staging site in the area of the catastrophe.

### **TIME SENSITIVE RESPONSE INFORMATION REQUESTED**

Accurate, timely and consistent information is of critical importance to the AEMA during disasters. To ensure that insurance industry information is readily available during disasters, the AL DOI requests the following information be provided by insurers to **Deputy Commissioner Johnny Johnson, Post Office Box 303351, Montgomery, AL 36130, FAX# (334) 240-4409** by December 1, 2002:

1. Insurance Company Disaster Liaisons – Each licensed property/casualty and commercial insurer shall provide to the AL DOI the name and contact information of a designated disaster liaison, and alternative liaison. Contact information should include name, title, work and cell phone numbers, email addresses, and after hours contact information. Any change in the liaisons' records should be reported immediately. The Liaison's role is further described under Section III.
2. Insurance Team Catastrophe Leaders – Each licensed property/casualty and commercial insurer shall provide to the AL DOI the name and contact information for the person designated to coordinate catastrophe response activities in the State of Alabama, including their alternative personnel. Contact information should include name, title, work and cell phone numbers, email addresses and after hours contact information. *This information should only be submitted if different than the Disaster Liaison.*
3. Your requested number of Access Passes with a brief overview substantiating your request.

## **SECTION II – ALERT ROSTER**

### **ALERT ROSTER**

The purpose of the Alert Roster is to enable the Coalition to quickly convene emergency communications and to reach decision makers, Liaisons and other key personnel at any time. The roster is confidential and should not be shared beyond "need to know" personnel as it contains home telephone numbers for Coalition participants. It is maintained long-term by the Coalition Team Administrator. The roster also includes:

### **INFORMATION SOURCES**

- AL DOI Central Switchboard phone number
- AL DOI Web Site
- AEMA Switchboard
- AEMA Web Site
- Other Coalition-related numbers
- National Weather Bureau website
- FEMA website
- National Hurricane Center website
- Etc.

## **SECTION III - POST-EVENT DISASTER RESPONSE TEAMS & LEADERSHIP**

### **INDUSTRY DISASTER LIAISONS**

All Insurers have been asked to designate "Insurance Disaster Liaisons" whose skills, roles and duties in the aftermath of a disaster may include:

- Liaisons must have a qualified, named and knowledgeable alternate. Both will preferably be a member of the insurer's catastrophe team, or a manager-level employee who is familiar with company protocols and have access to critical people and information.
- Liaisons from industry trade organizations will be accountable for relaying data and information between their industry constituents, the IEOC Team, and the AL DOI.
- Authorized and knowledgeable in company internal information systems and sources, and authorized to access such systems so that applicable, timely information can be provided to the AEMA and/or other governmental entities via the AL DOI.

## **INSURANCE DISASTER RESPONSE TEAM**

The Insurance Commissioner may ask five or more insurers (personal lines and/or commercial lines, as implicated by the nature of the disaster) and leading trade organization representatives to send their lead Disaster Liaison to the IEOC. Trade Association participation at the IEOC would be optional, based on space availability and nature of the disaster. Those individuals will remain at the IEOC for a period of days, or possibly longer.

Together they will form an ad hoc government-industry "Disaster Coalition Response Team" under the leadership of the Commissioner, the Industry Disaster Coordinator, and the Insurance Department Coordinator (the latter are described below).

Response Team members' skills, roles and duties include:

- Work as a team to solve industry-wide problems to improve the ability of the industry to quickly establish their field operations and services, so that Alabama citizens impacted by the disaster can receive emergency funds quickly, and the speed of the recovery process is improved overall.
- Act as a key communicator and clearinghouse for information between the IEOC, the Commissioner, field insurance catastrophe teams, and their company headquarters.
- Facilitate intra-industry emergency communications.
- Receive and relay reports of problems from the field, and works in tandem with other team members to develop and execute solutions to those problems.
- Must have necessary laptop computers, cellular telephones, appropriate work clothes, and other office and personal supplies as indicated by the situation at hand.
- Must be experienced and self-sufficient travelers.
- AL DOI will provide adequate support and/or set-up personnel to quickly activate IEOC operations, and support its administrative and operational needs as long as the Commissioner deems necessary. These AL DOI personnel include secretaries, IT professionals, telecommunication specialists, building and procurement specialists, and other personnel as indicated by the event.
- The Commissioner will also make available on an ad hoc basis senior members of his/her staff to develop and implement solutions to industry-wide problems in tandem with the Disaster Response Team, including but not limited to Frauds Bureau, Licensing, Communications, IT, Human Resources.

## **INDUSTRY COORDINATOR / IEOC TEAM LEADER**

An individual who can represent the insurance industry at large during a disaster will be designated by the AL DOI and shown in the Coalition Alert Roster. Their primary role is:

1. Enable the response capabilities of insurance catastrophe teams.
2. Provide crisis communication support to the industry on behalf of the Disaster Coalition and Insurance Commissioner.

This individual will produce intra-industry emergency communications; co-lead the IEOC Disaster Response Team; and provide counsel and coordination on behalf of the AL DOI and Coalition. That person's specialized roles, skills and duties are generally as follows:

- Understands general operations, strategies and challenges of insurance industry catastrophe response teams.
- Understands insurance industry issues, business models and participants.
- Can develop and execute large-scale, complex communications strategies to reach targeted audiences fast, accurately and efficiently despite possibly adverse conditions through the use of various communication tools and techniques including written and verbal communications, mass email and web-based communications, teleconference facilitation and leadership, speech writing and/or message point development for other key communicators.
- A mature, discreet individual with leadership abilities who operates well in a high-stress, fast-paced team environment.
- Collaborates with, directs and/or supports communication efforts of other key communicators, such as webmasters, the Insurance Information Institute, and insurer and government information officers.
- Acts as co-leader of a Coalition Disaster Response Team in concert with leaders of the AL DOI and AEMA. May be required to travel immediately to a state's AL DOI headquarters, or to the designated site of an IEOC.
- Equipped with disaster-appropriate clothing and equipment.
- Understands and implements measurement controls to determine impact of efforts; adjusts strategies as indicated by measurement results.
- Seeks reasonable opportunities to leverage resources to improve services to disaster victims.
- Remains at IEOC until initial phase of crisis has passed and Disaster Response Team is disbanded. Continues to serve as industry consultant for as long as needed, and may remain on site as requested by the Insurance Commissioner or Superintendent.
- Provides for a smooth transition of industry communications to established communication systems and personnel.
- Participates in post-event debrief pursuant to improving the effectiveness of the State Disaster Coalition Plan.
- Understands and utilizes stress management techniques personally and on behalf of the Disaster Response Team.



## **INSURANCE DEPARTMENT COORDINATOR / IEOC TEAM LEADER**

The Insurance Department Coordinator also acts as a pivotal leader for the Disaster Response Team. This is typically a high-level staff member, who is temporarily domiciled in the IEOC with other team members. Like their co-leader above, their primary role is:

1. Enable the response capabilities of insurance catastrophe teams.
2. Provide crisis communication support to the industry on behalf of the Disaster Coalition and Insurance Commissioner.

Specific skills and duties are generally as follows:

- Coordinates the IEOC Disaster Response Team and Commissioner's office support staff.
- Serves as primary liaison to the AL DOI.
- Coordinates media/external communication requests with CIOs of the AL DOI, AEMA, and/or Insurers.
- Has access to decision-makers within the Department, including the Commissioner and Deputy Commissioner.
- Has management decision making authority.
- Has extensive knowledge of property insurance coverage, the claims process, and the operations of the Insurance Commissioner's Office.
- Engages other members of the Commissioner's staff for special projects, in consultation with the Team.
- Establishes an e-mail database with the AL DOI to identify those insurance companies writing the respective coverages affected by different disasters. This will aid in the initial communication with insurance catastrophe response teams to coordinate disaster activities.
- Acts as a central point of contact for all insurers not represented by members of the IEOC Disaster Response Team, for the purpose of gathering regular data reports concerning claims payments, customers impacted, and critical industry information.

## FIELD SURVEY PLAN & TEAM

### Objective

Insurance companies will assist the AL DOI by conducting surveys and determining the magnitude of a disaster - to include both insured and uninsured losses - and to report that information confidentially to both the Governor and Insurance community through the Alabama Disaster Coalition.

The Disaster Survey Plan involves many key organizations in order to achieve its objective. An active roster of company personnel is maintained by the AL DOI and is updated as to responsible and involved individuals and organizations.

### Index for Survey Plan Issues

1. ADAT (Alabama Disaster Assessment Teams)
2. Training requirements and responsibilities
3. Reporting standards and procedures

### 1. Roster for Field Survey Process

AL DOI Personnel

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AEMA

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National Weather Service

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Red Cross

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P&C Carriers/Personnel

1 \_\_\_\_\_

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2 \_\_\_\_\_

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3 \_\_\_\_\_

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Commercial Carrier/Personnel

1 \_\_\_\_\_

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## 2. Training Requirements and Responsibilities

The AL DOI, with assistance from the AEMA, is responsible for training procedures for the Disaster Assessment Team.

### Responsibilities

The AL DOI chairs the Alabama Disaster Coalition and drives the activities of this coalition. The AL DOI will assign responsibilities to members in order to achieve the objectives of the Coalition on behalf of the citizens of the State of Alabama.

## 3. Reporting Standards and Procedures

The deployment of the Alabama Disaster Assessment Team (ADAT) will be initiated by the AL DOI in order to formulate 2 reports:

1. Immediate report with a broad estimate of damages.
2. Detailed report to be submitted every 30-60 days.

The reporting format goal is to describe the event, i.e. Minimal, Moderate, Mid-Range or Catastrophic. Specific dollar estimates will be avoided. The ADAT will report damages utilizing:

- < \$100 million
- \$100 to 250 million
- \$250 - 500 million
- > \$500 million

ADAT reporting will include damages resulting from:

- Storm Surge
- Flooding, not Storm Surge related
- Wind

Emphasis will be on geographic areas outlining major damage locations. AL DOI will coordinate training of selected representatives from designated P&C carriers for aerial survey of damaged areas.

ADAT findings will be reported by:

<b>Major Damage Areas</b> <b>Communities involved</b> <b>% of structures damaged</b>
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*Structures demolished (Estimate)*

<b>Moderate Damage Areas</b> <b>Communities involved</b> <b>% of structures damaged</b>
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*Light Damaged Areas*  
*Communities involved*  
*% of structures damaged*

<b>Flooded Areas</b>
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*Surge Related*

<b>Natural Flooding</b>
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*Other Significant Findings*

<b>Geographic Issues</b>
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*Road and infrastructure issues*

The AL DOI will release this report to Alabama Disaster Coalition Members. AEMA will consolidate this information along with other internal information to address uninsured issues and other governmental issues.

## Reporting Format

Counties Involved (Attach Maps) \_\_\_\_\_

Event Impact by County (Minimal, Moderate, Mid-Range and Catastrophic)

Total Dollar Estimate (Structural and Personal Property Losses)

\_\_\_\_\_ < \$100 Million  
\_\_\_\_\_ \$100 - 250 Million  
\_\_\_\_\_ \$250 - 500 Million  
\_\_\_\_\_ > \$500 Million

Geographic Impact (Utilize County Maps)

a. Major Damage Areas - Shaded Red

1. List Communities Involved \_\_\_\_\_
2. % of Structures Damaged \_\_\_\_\_
3. Structures Demolished \_\_\_\_\_

b. Moderate Damage Areas - Shaded Yellow

1. List Communities Involved \_\_\_\_\_
2. % Of Structures Damaged \_\_\_\_\_

c. Light Damage Areas - Shaded Green

1. List Communities Involved \_\_\_\_\_
2. % Of Structures Damaged \_\_\_\_\_

d. Flooded Areas - Shaded Blue

1. Surge Related \_\_\_\_\_
2. Natural Flooding \_\_\_\_\_

Other Significant Findings

1. Geographic Issues (Note on Map)
2. Road and Infrastructure Issues (Note on Map)

General Comments

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Submitted by \_\_\_\_\_ Date \_\_\_\_\_

## **SECTION IV - INSURANCE EMERGENCY OPERATION CENTER (IEOC)**

### **OBJECTIVE**

Prepare an Insurance Emergency Operation Center (IEOC) and back-up facility to temporarily house a Disaster Coalition Response Team, consisting of AL DOI staff and Insurance Industry Liaisons, for activation in the case of a catastrophic disaster.

### **PURPOSE OF THE IEOC**

The Center will operate in a designated location within the AL DOI's office and house a cross-functional insurance team convened by the Commissioner (and pre-determined by the Alabama State Disaster Coalition Plan) immediately following a catastrophic disaster to enable communications and overall operations of the industry.

Every effort should be made to have the IEOC operated by local personnel; however, in the event staff is required from outside the Montgomery area, the participating carrier will pay travel expenses of their personnel.

AL DOI will minimize the period of time the IEOC is in operation based on need and availability of staffing.

The companies that provide personnel to participate at the IEOC will pay housing, meal and travel expenses of their participants.

The IEOC will not adjust nor make commitments to policyholders for payment of repairs or expenses of claims but will refer all questions to the respective carriers or divisions within the Insurance Department.

### **IEOC SERVICES**

The IEOC Disaster Response Team will:

- Provide damage evaluation reports in the days immediately following the disaster to the AL DOI based on insurance company analysis and input from other authorities and disaster assessment review teams.
- The contact list developed by AL DOI of industry liaison personnel will be polled to determine this information.
- Maintain a list with telephone numbers for insurance field adjusting offices for AL DOI use and referrals by AL DOI to the Center.
- Develop reports and actions for insurance companies that will aid in the establishment of emergency operations enhancing their ability to expedite the claims process.

- Will serve as a clearinghouse for emergency actions, instructions, and information to and from the greater insurance community and the local and state emergency management community.
- Be a problem-solving group on behalf of victims and insurers, taking proactive steps to identify barriers and problems to providing disaster services; to provide expeditious claims payments, and to implement immediate actions/solutions.
- Facilitate emergency communications in the initial disaster stage to the insurance community.

## **ACTIVATION OF THE IEOC**

The Center would be activated only as a result of a level IV hurricane or some other disaster related event (tornado, hail storm, etc.) the Commissioner or Deputy Commissioner of Insurance has determined warrants its operation.

Activation levels are commensurate with those of the AEMA referenced in this document.

IEOC hours of operation shall be 7:00 a.m. to 6:00 p.m. daily, for such time periods as necessary to assist with the effective management of the disaster; depending on the magnitude of the disaster this may be a seven-day a week commitment. Flexibility in operation hours may be considered if deemed necessary by the Commissioner or Deputy Commissioner.

Following initial stages of the catastrophe response effort, hours of operation will be adjusted according to need.

## **IEOC SPECIFICATIONS**

- The IEOC location is currently wired for a minimum of five Internet lines and five land telephone lines with long distance capabilities. Line service activation should be held to a minimum, so as not to incur an unnecessary expense by the AL DOI.
- A designated telephone number has already been established so companies can initiate contact and obtain initial information from the IEOC and AL DOI; once the caller connects with this number, they would then be referred to a telephone communication system dedicated specifically for the IEOC when activated.
- There is a section on the AL DOI Website with a specific e-mail address ([INSDEPT@insurance.state.al.us](mailto:INSDEPT@insurance.state.al.us)) for insurers to send disaster-related information (e.g., field office locations; contact personnel, claims reports received and paid losses, etc.) accessible by a Department employee or an alternative AID employee designated as a back-up. In the aftermath of disasters, this mailbox should be monitored seven (7) days a week. This Department employee will acknowledge receipt of these electronic communications and forward the information to the appropriate recipients for processing. This could include

communications with IEOC Team Leaders prior to the activation of the center contingent on the level of damage warranting possible commencement.

- Desks or tables and chairs, adequate electrical sources, office supplies, fax machines, telephones and other items/equipment necessary to complete the duties and work assignments will be provided by AL DOI to the IEOC Disaster Response Team.
- If the IEOC is activated at the AL DOI building in Montgomery, building access credentials have been committed to the Team; Arrangements have already been made to advise building security of the team's special access needs, since activation and building use may be outside normal business hours and/or on weekends. Parking passes and other special accommodations have already been arranged for team members.
- Adequate ventilation, water, food should be provided to the Team; funding for these expenses are discussed in Section entitled "Purpose of the IEOC" of this document.

## LOCATION OF ALTERNATIVE EIOC

Best Suites of America (Main Motel)  
5155 Carmichael Road  
Montgomery, Alabama  
(334) 270-3223



Other nearby facilities are: Baymont Inns- 5225 Carmichael Road- 334.277.6000; Best Inns of America- 5135 Carmichael Road; Courtyard by Marriott- 5555 Carmichael Road- 334.272.5533- all located within a short distance of each other.



## **SECTION V – COALITION CONTINUITY**

### **ANNUAL PLAN REVIEW**

AL DOI will annually host a meeting to update rosters, review the performance of other coalitions and disaster responders, and discuss how the Alabama plan can be improved.

The Coalition will conduct periodic briefings and a final debrief to the Commissioner of Insurance following activation of the Insurance Emergency Operations Center (IEOC). The briefings will be conducted by the Disaster Response Team Leaders. Results will be shared with all Coalition members, as well as industry catastrophe leaders.

This plan may be exercised in conjunction with the AEMA's Annual Statewide Exercise.

The Alert Roster will be maintained year-round by the Team Administrator and reviewed at each Coalition meeting.

*For further information:  
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